



# City of Tucson



*City Strategic Plan*

**performance measures**



# Performance Measures



The performance measures outlined below were chosen as key indicators to be monitored for positive or negative effects of the strategies and priority projects as detailed in this plan. The following measures may not fully capture the results we are achieving and therefore may need to be revised. In addition to these strategic performance measures, departments will continue to track and manage results on numerous outcome and output results at the department level.

## Transportation

### **Travel Time**

- Average travel time to work.

### **Safety**

- Evaluate effectiveness and safety through decrease in fatal traffic accidents and conformity with air quality standards.

### **Alternative Modes of Travel**

- Percent of travel by modes other than single person vehicle use.

### **Level of Service**

- Grade condition of major arterial streets.

## Downtown

### **Safety and Cleanliness**

- Crime rates and safety perceptions downtown.

### **Public Capital Improvements**

- Expenditure of public dollars in the downtown.

### **Value of Permits Issued**

- The value of issued permits, to measure the amount of leverage the public improvements are providing, enticing private investment in downtown.

### **Office Vacancy Rate**

- Vacancy rate of retail and office space in the District.

### **Net Change in Residential Units**

- The number of new residential units in the downtown core for owner-occupied and rental property.

## Growth

### **Growing Smarter**

- The number and ratio of acres developed that conform to the Growing Smarter principles.

## **Infill Development**

- Growth of residential and commercial permitting in the Central Core Growth Area and in the Mid-City Growth Area.

## **Environmental Preservation**

- The number of acres of environmentally sensitive lands preserved within developed areas.

## Neighborhoods

### **Neighborhood Safety**

- Crime rates and citizen perceptions of safety to evaluate crime control strategies.

### **Citizen Perception of Quality of Life**

- Annual citizen survey results.

### **Recycling**

- Diversion and participation rates for the Tucson Recycles Program.

### **Private Reinvestment in Neighborhoods**

- The number of permits for new units, remodels, and additions.

### **Remediate or Abate Slum Conditions**

- The number of properties improved through SABER.

## Economic Development

### **Job Creation**

- Number of businesses assisted in creating and retaining quality jobs for city residents.

### **Business Cost Reduction**

- Number of companies assisted by identifying and implementing opportunities to reduce the cost of doing business in Tucson through Tax Credits, Federal Duty savings, and workforce training.

### **Empowerment Zone Communication**

- Outreach effort to businesses contacted by City staff.

**Household Income**

- Average household income.

**Information Technology Utilization**

- Implement web portal to increase the efficiency of community economic development programs.

**Good Government****Customer Service**

- Citizen perception of service delivery and quality as measured by annual customer/ ICMA survey.

**Financial Stability**

- Maintain General Obligation Bond Rating of "Aa" from Moody's and "AA" from Standard and Poore.

**Information Technology**

- Remain among the Top 10 Digital Cities.

**Cost of Service**

- Measure cost of baseline services provided to the community.